

GENERAL MOTORS
DCS 7315
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 4, 2025

Subject: N252510321-01 - Service Update
ECM Software Update
Programming Issue

Models: 2021 Cadillac Escalade
2021 Cadillac Escalade ESV
2021 Chevrolet Suburban
2021 Chevrolet Tahoe
2021 GMC Yukon
2021 GMC Yukon XL

We identified an issue within SPS that prevented the correct software to be loaded to these vehicles (per attached list). As a result, we have re-opened these VINs. Please perform the ECM update again which will allow the remedy software to be installed. Then, submit a new claim with a new warranty claim code. If the claim has not been submitted yet, please perform the ECM update again prior to submitting the claim. Thank You.

END OF MESSAGE